

# Customer Service Report for SCB

For the period: Saturday, September 01, 2007 12:00:00 AM to Sunday, September 30, 2007  
11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
<b>Accounts</b>											
Access/Login	4	0	0	0	0	0	0	0	4	0	7
Password Reset	2	0	0	1	0	0	0	0	3	0	3
<b>Application Support</b>											
OS/NOS/Troubleshoot	1	0	0	0	0	0	0	0	1	0	3
Specialized Application	2	0	0	0	0	0	0	0	2	0	20
<b>Email</b>											
Helix Pine Mail	1	0	0	0	0	0	0	0	1	0	3
Helix Squirrel Mail	1	0	0	0	0	0	0	0	1	0	9
<b>Helix Support</b>											
Apps/FTP/Anon FTP	1	0	0	0	0	0	0	0	1	0	10
Apps/Matlab/Mathemat ica	4	0	0	0	0	0	0	0	4	0	3
Apps/Other	3	0	0	0	0	0	0	0	3	0	25
Info/Biowulf	1	0	0	0	0	0	0	0	1	0	5
Info/General	2	0	0	0	0	0	0	0	2	0	5
Quota/Restore	1	0	0	0	0	0	0	0	1	0	5
<b>Grand Total:</b>	<b>23</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>24</b>	<b>0</b>	<b>9</b>

Total Tickets Closed: 24

Total Tickets Assigned/Pending/Checked Out: 0

Total Tickets Created: 24